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Office of Student Financial Assistance**

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**Student Aid Front 2 Back:
Front 2 Back Train-the-Trainer
Session Summary**

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Executive Summary

The Student Aid Front 2 Back course is the third course in a series of core curriculum courses offered by SFA University. The purpose of the course is to help SFA employees and Operating Partners gain a better understanding of the process a student goes through when applying for financial aid, the other “players” in the financial aid industry (Schools, Lenders, Guarantors) and how they interact with one another in support of the student. Additionally, SFA employees and Operating Partners will learn more about the measurements that are being used by SFA to measure and improve how well SFA supports the student financial aid process.

Training of Trainers was conducted prior to the course implementation to prepare presenters to deliver Front 2 Back. During the two-week Training of Trainers program, presenters learned about the design and development process, the SFA University brand, key facilitation techniques, and the Front 2 Back course content and materials.

Logistics coordinators were also a part of the Training of Trainers course. The logistics coordinators participated in two and a half days of instruction to help prepare them for their role in Front to Back. The materials they used during the Training of Trainers are included in this document.

This document is divided into three sections. In the first section, each day of the Training of Trainers course is described in detail. The second section includes descriptions of the materials produced by Accenture and subcontractors to facilitate learning during the program.

Training of Trainers Course Description

Tuesday May 1, 2001

The master of ceremonies began the Training of Trainers course with general introductions and icebreakers designed to let the presenters get to know one another. Once the introductions were finished, a section on the SFA University brand of training was introduced. The SFA University Brand, which consists of five main components, is intended to set the standard for quality training in SFA. The five components are “relevant,” “interactive,” “engaging,” “supported” and “polished.” Of the five components, two were discussed on Tuesday, “relevant” and “interactive.”



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In addition to the SFA University brand, other facilitation topics were introduced. Building relationships, listening skills, and action planning were discussed in the afternoon.

Wednesday May 2, 2001

Day two continued the explanation of the SFA University brand. The “engaging” component was described during this day. Principles describing “engaging” training were discussed to illustrate this component.

The SFA University brand outlines three areas of training work. The three areas are development, coaching, and facilitation. These areas were described individually, outlining the skill sets required for each. The remainder of the day was spent discussing these topics.

Thursday May 3, 2001

This day of the Training of Trainers course was dedicated to a full-scale walk through of the Front 2 Back course. The trainers who were responsible for conducting the pilots and dress rehearsal were the trainers for this section. This day was intended to give the future Front 2 Back presenters a participant’s view of the course.

Friday May 4, 2001

The “Accenture Day” was a section of the Training of Trainers course when the Accenture Design and Development Team members presented the learning intent of each piece of the course. The purpose of this day was to give all of the presenters a common understanding of the messages and themes that were presented during the course. During the day, the Accenture Design and Development team walked through the course storyboards, slideshow overview, participant guide, and Instructor Guide in detail.

The course storyboard presentation provided a visual depiction of the different sections of Front 2 Back and allowed the participants to understand the history and evolution of the course. A question and answer period followed the course storyboards.

The course slideshow overview focused on helpful hints and slides that require additional mouse clicks. The Student Aid Front 2 Back slideshow overview, discussed in



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the materials section and included as appendix D, was given to the participants and served as a guide during the presentation.

The Training of Trainers participants had already become familiar with the participant guide during the course walk through on the previous day. Therefore, the discussion of the participant guide focused on the design of the guide and helpful hints for using it during the course.

The Instructor Guide was given to each presenter. Each section of the guide was highlighted and discussed by a member of the design team, focusing on the specific learning intent of each activity or section. The Accenture design team used the “Accenture Day” outline to ensure that all of the important points were mentioned. The “Accenture Day” outline is discussed later in the materials section and included in the appendix.

The “Accenture Day” concluded with a brief question and answer period.

Monday May 7, 2001

The “Subject Matter Expert” day was designed to provide Front 2 Back presenters access to people from the SFA organizations covered during the Front 2 Back course. This day was not intended to teach content, but rather to make the presenters more comfortable with the different pieces of SFA’s organization. Representatives from the three channels and nearly all of the enterprise services were present to field questions.

In addition, some operating partners were also invited to discuss their work and role within SFA. Two Modernization Partner executives spoke to and provided a handout for the presenters. The modernization handout is described in the materials section and included as an appendix. A Transformation Partner representative was also present.

Tuesday May 8, 2001

The SFA University brand was reintroduced as the “polished” component was explained to the presenters. The polished overview includes a discussion of verbal and non-verbal presentation skills.

The remainder of the day was dedicated to letting the presenters learn more about topics of their choosing. There were stations set up that the presenters could visit at their own pace and speak with Subject Matter Experts. The stations included



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presentation videotaping, audio / visual explanation, information on the processes and programs, and feedback on presentation skills.

Wednesday May 9, 2001

On Wednesday, the logistics coordinators joined the presenters. Therefore, for the rest of this outline, the description of each day will include both presenter and logistics coordinator details.

First, the logistics coordinators participated in introduction activities to get acquainted with their peers. Then they received an overview of the SFA University brand with attention focused on the “polished” component. After lunch, the logistics coordinators were participated in the first half of the Front 2 Back course.

The presenters were given the option of being videotaped or reviewing their materials during the morning. During the afternoon, the presenters took turns presenting the course to the logistics coordinators.

Thursday May 10, 2001

The logistics coordinators and presenters spent the morning going through the second half of the Front 2 Back course. The logistics coordinators were the course participants and the presenters delivered the course.

After the Front 2 Back course, the storyboards were presented to the logistics coordinators. The remainder of the day included presentations on course materials, course kits, room set up, logistics checklists, and service recovery. During that time the logistics coordinators received their packet of materials. The materials are discussed in the materials section and contained in the appendix.

While the logistics coordinators were learning about their specific duties, the presenters were debriefing from the program they had just presented and were receiving comments about their performance. General points for improvement that came up across all of the presentation evaluations were discussed as well.

At the end of this day, both the presenters and the logistics coordinators were given evaluations to fill out concerning the different pieces of the Training of Trainers program.



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Friday May 11, 2001

The day started with an illustration of the Good Show/ Bad Show concept. The logistics coordinators and presenters were brought into a room that was in disarray. The disorganized room and poor planning was illustrated the effects of a bad show. The subsequent well organized breakfast and graduation presentation illustrated a good show.

The Chief Operating Officer and Director of SFA University came to the program to thank and motivate the graduating presenters and logistics coordinators. The day concluded with a graduation ceremony accompanied by certificates and SFA University t-shirts.

Materials Section

The materials section outlines those materials that the Accenture Design and Development team and subcontractors produced for the Training of Trainers course.

This section includes:

- Training of Trainers Master Schedule
- Training of Trainers Slideshow
- "Accenture Day" presenters outline
- Student Aid Front 2 Back Slideshow Overview
- Logistics Coordinators Materials
- Modernization Program Handout
- Training of Trainers Evaluation

Each document is described in this executive summary and attached as an appendix.

Training of Trainers Master Schedule

The master schedule lists the agenda for each day of the Training of Trainers course. Specific times and activities are listed. The master schedule was used by the facilitators throughout the Training of Trainers course.

The Training of Trainers Master Schedule is included as Appendix A.

Training of Trainers Slideshow



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The Training of Trainers slideshow was used to orient the presenters and logistics coordinators at the beginning of major sections. The slideshow was used to illustrate the master of ceremonies' speaking points.

The Training of Trainers Slideshow is included as Appendix B.

“Accenture Day” Presenters Outline

“Accenture Day” was a section of the Training of Trainers course when the Accenture Design and Development Team presented the learning intent of each piece of the course. The “Accenture Day” presenters outline was designed to cover all of the important information about each section.

The outline begins with an overview, with time allotments, of the days schedule and who will present each section. Next, each major section of the course is explained in terms of “learning points,” “Key Facilitation Points,” and “Tips.”

Learning Points- This is the information or experience that the participant should remember most after the exercise. It is what the section of the course is designed to teach.

Key Facilitation Points- These are suggested actions or behaviors for the presenter that will increase the chance of success for the section.

Tips- These include experiences gathered from the course pilots and dress rehearsals. They are intended to help the presenters use the lessons learned gathered in earlier sessions

The “Accenture Day” presenters outline is included as Appendix C.

Student Aid Front 2 Back Slideshow Overview

The Student Aid Front 2 Back Slideshow overview was a presentation given as a part of the “Accenture Day.” The purpose of this presentation was to familiarize the course presenters with the slideshow, which is an important tool they will need to use throughout the delivery of the course, the slideshow. The slideshow presentation was divided into the following sections:

Slideshow Terminology – This section was intended to establish a common level of understanding about PowerPoint terms.



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Slideshow Design – This section was intended to let the presenters know how the slideshow was designed.

Slides That Build – This section profiles how to use those slides that require additional mouse clicks to bring up the next animation or text selection.

Helpful Hints – This section is filled with helpful information gathered from the pilots and from prior experience with slideshows.

General PowerPoint Commands – This section includes instructions for some basic PowerPoint commands.

The Student Aid Front 2 Back Slideshow Overview is included as Appendix D.

Logistics Coordinators Materials

The Logistics Coordinator Materials serve as a behind the scenes guide to those logistical tasks that are essential to the success of Front 2 Back. These materials were given to the facilitators and reviewed with the logistics coordinators during the Training of Trainers course. The logistics Coordinator materials include:

Logistics Coordinator Training Agenda – This was the agenda used during the Training of Trainers sessions to guide the logistics coordinator through the program.

Logistics Coordinator Task List – This document profiles what actions a logistics coordinator needs to take during the course. The list is structured around the course agenda.

Logistics Coordinator Emergency Contact Sheet – This sheet includes a contact number that logistics coordinators can call if they run into problems or have questions at any time.

Classroom Kit Contents – This document contains a list of the contents of the course kits that were sent to the regional locations.

The logistics coordinators materials are included as Appendix E.



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Modernization Program Handout

The Modernization Program Handout was used during the Training of Trainers course to explain the key points of SFA's Modernization Program. The handout was a reference for the presenters as they heard an explanation of Modernization from two Accenture executives. The handout goes over the key themes and messages of Modernization and offers several examples for the presenters to use in Student Aid Front 2 Back.

The Modernization Program Handout is included as Appendix F.

Training of Trainers Evaluation

The evaluation gave the presenters the opportunity to rate and provide comments for each individual section of the Training of Trainers program. In addition to rating each section, presenters were allowed to express the views on their most and least favorite sections. Presenters were also allowed to provide general comments about the Training of Trainers in a final section. This information will be used to improve future Training of Trainers sessions.

The Training of Trainers Slideshow and Presentation Materials is included as Appendix G.



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Appendices



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Appendix A: Training of Trainers Master Schedule



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Appendix B: Training of Trainers Slideshow



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Appendix C: “Accenture Day” Presenters Outline



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Appendix D: Student Aid Front 2 Back Slideshow Overview



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Appendix E: Logistics Coordinator Materials



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Appendix F: Modernization Program Handout



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Appendix G: Training of Trainers Evaluation
